

A background image showing a call center environment with several agents wearing headsets. In the foreground, a woman with dark hair is smiling and looking towards the camera. Behind her, other agents are visible, some looking at their screens. The overall atmosphere is professional and friendly.

TELREZ

CALL CENTRE SOLUTIONS

NEED HELP WITH
VOICE RESERVATIONS?

HotelREZ
HOTELS & RESORTS

HotelREZ can help your hotel increase voice conversion rates and reservations with our experienced team and an innovative suite of voice reservation products and services.

TelREZ by HotelREZ Hotels & Resorts is an established hotel call centre solution, offering a personal and flexible service.

All calls are answered promptly and personally, by highly trained multi-lingual staff that have extensive knowledge of the hotel industry, enabling them to efficiently convert enquiries into bookings.

Using the latest call centre technology you can choose a range of basic or sophisticated solutions which can be programmed for your hotel's call answering service.

Moreover, a complex reporting suite provides the ability to analyse an array of data for all types of business decision making.

We can help your hotel convert call centre enquirers to bookers and grow your RevPAR.





About TelREZ

- Private-label call centre
 - Outsource your voice reservation desk to HotelREZ
 - Dedicated phone lines, branded as your hotel / group
- After-hours and overflow support
 - Transfer calls to HotelREZ when your lines are busy
 - Switch calls to HotelREZ on weekends or after hours
- Group, tour and voucher reservation desk
 - Trained staff for handling group and tour sales enquiries
 - Processes for dealing with voucher redemption such as Groupon

Why use TelREZ

- Established for over 10 years
- Extensive knowledge and experience of the hotel industry
- High call centre staff retention rates
- Sophisticated and up to date call centre technology
- Comprehensive reporting of all reservation and non-reservation calls
- Excellent conversion levels and high REVpar achieved for clients
- Personal and flexible service designed to meet client specific needs
- Dedicated Account Manager – single point of contact
- Multi-lingual services offered

Speak to our team today

Find out how HotelREZ can help your hotel increase voice conversion rates and reservations for your hotel.



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